KONICA MINOLTA

SSD SUPPORT SOLUTIONS

Di350f - ALL ACTIVE SOLUTIONS

October 2006

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Solution ID TAUS0606848EN00 **Solution Usage** 0

Description
AF7, black copies are output.

Solution
CAUSE: The scan cable mounting bracket is mounted too low causing the CCD unit to be blocked when the scanner changes position to scan from the document feeder.

SOLUTION: Adjust the scan cable mounting bracket.

Solution ID TAUS0631254EN00 **Solution Usage** 0

Description
During transmissions, the received copy is reduced as a 2-in-1 copy.

Solution
CAUSE: Incorrect placement of original.

SOLUTION: When faxing from the machine, the originals must always be scanned in the letter 'R' direction (with the 8.5 inch edge first).

Solution ID TAUS0631300EN00 **Solution Usage** 0

Description
There are mis-feeds from the multi-purpose cassette (MPC) even when using another paper source.

Solution
CAUSE: False mis-feeds from the multi-purpose cassette (MPC) occur because backlash of the drive gear for the multi-purpose cassette is too small.

SOLUTION: The tolerance of the drive gear has been made larger. This will accommodate the movement created by vibration, and the feed tire will not advance paper loaded in the multi-purpose cassette unless it is chosen. See Service Bulletin 3010 .
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Solution ID TAUS0631338EN00 **Solution Usage** 0

Description
Black lines appear on copies made on the Di350f only when using the AF-6 or AF-7.

Solution
Install the adhesive sheet to collect any paper dust and debris that may accumulate on the slit glass. The part number is: 1166-1236-01
Link

Solution ID TAUS0631377EN00 **Solution Usage** 0

Description
Is the machine flash upgradeable?

Solution
The machine is not flash upgradeable. Its firmware must be upgraded by changing the ROM board.

Solution ID TAUS0631386EN00 **Solution Usage** 0

Description
Using an external auditor the vendor mode was set to coin-op or card and now the duplexing selection is gone.

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Solution

When coin-op or card is selected it is normal for the duplex mode to disappear. This is because the machine cannot make more than one copy per charge on the card or per monetary amount with the coin-op. WORKAROUND: Turn on the key counter function, turn off the vendor mode.

Solution ID TAUS0631418EN00 **Solution Usage** 0

Description

When printing and receiving, the fax unit reboots.

Solution

The Di350f has the old style PWB-N, MU001. The new version is, NU001, part number 1166-1198-02. It must be installed to correct this problem. See Service Bulletin 3028.
Link

Solution ID TAUS0631421EN00 **Solution Usage** 0

Description

Does the Di350f have the "fax forwarding" feature?

Solution

The Di350f, has the "fax forwarding" feature. See pages 9-12, "Settings for Received Documents" in the Operators Manual.

Solution ID TAUS0631509EN00 **Solution Usage** 0

Description

Part number for the toner bottle holder.

Solution

Toner bottle holder (p/n 1165-5321-02).

Solution ID TAUS0631517EN00 **Solution Usage** 0

Description

Is there a possibility of F-4 opening on the PWB-A due to the toner bottle being stuck or not installed incorrectly?

Solution

After installing the toner bottle, confirm that it is installed correctly and not bound then check F-4 on PWB-A.

Solution ID TAUS0631525EN00 **Solution Usage** 0

Description

Jamming in the vertical transport section.

Solution

CAUSE: The vertical transport guide backs away from the set sensor due to vibration and an incorrect tolerance.

SOLUTION: The design of the vertical transport guide has been changed, as well as the locking mechanism for the guide. Please see service bulletin 2934 for details.
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Solution ID TAUS0631567EN00 **Solution Usage** 0

Description

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Is the upper universal (MPC) drawer available as a unit?

Solution
The MPC cassette is available only as an individual part.

Solution ID TAUS0631575EN00 **Solution Usage** 0

Description
How to check the amount of memory installed.

Solution
Enter the service mode, enter system input, then enter machine configuration.

Solution ID TAUS0631583EN00 **Solution Usage** 0

Description
The paper jams in the FN100 when feeding out to the top tray.

Solution
CAUSE: The actuator for PC-1 is broken or out of position.

SOLUTION: Reposition or replace the actuator.

Solution ID TAUS0631606EN00 **Solution Usage** 0

Description
What is the part number for the 8MB memory SIMM?

Solution
The part number for the 8MB memory SIMM is: 1166-1013-02. See Service Bulletin 2978.
Link

Solution ID TAUS0631610EN00 **Solution Usage** 0

Description
The machine defaults to duplex, even when the default is changed in User Choice.

Solution
CAUSE: Incorrect procedure.

SOLUTION: The setting must be changed in Tech Rep Choice if in "duplex only" mode. Choice should be "simplex/duplex".

Solution ID TAUS0631614EN00 **Solution Usage** 0

Description
When making a duplex copy on the Di350f the 2nd side is upside down?

Solution
Set the original direction setting to the paper direction, set margin to zero under the original to copy function.

Solution ID TAUS0631642EN00 **Solution Usage** 0

Description
The Di350f displays a C0520 code. The fusing temperature reaches an abnormally high level.

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Solution
If the Di350f displays a C0520 code, make sure the thermistor is installed properly and is clean. Check for continuity across CN5 pin 2 and 3 when CN5 is disconnected. If there is continuity, replace the thermistor. If there is no continuity, replace PWB-A.

Solution ID TAUS0631644EN00 **Solution Usage** 0

Description
C0651.

Solution
CAUSE: Scanner home position sensor2 (PC13) has failed or is unblocked when the scanner is in home position 2.

SOLUTION: Make sure that the scanner is not bound and is operating normally. Check between CN12, pin 1 on the BCR board and ground. There should be 5V DC when the sensor is unblocked. If 0V DC is present, replace PC13. If 5V DC is present, replace the BCR board.

Solution ID TAUS0631648EN00 **Solution Usage** 0

Description
C1300.

Solution
CAUSE: There is a communication error between PWB-A and the print head.

SOLUTION: Check all connections between the print head and PWB-A and reseat as necessary. If the code persists, replace PWB-A and/or the print head.

Solution ID TAUS0632014EN00 **Solution Usage** 0

Description
Transparency (OHP) jamming in the fuser unit.

Solution
CAUSE: Incorrect transparencies being used.

SOLUTION: Make sure that the transparency package states "for use in copiers".

Solution ID TAUS0635326EN00 **Solution Usage** 0

Description
Item numbers for Parts or Service.

Solution
Please refer to this publications list .

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
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Solution ID TAUS0636535EN00 **Solution Usage** 0

Description
C-1300 after installing a new power supply.

Solution
CAUSE: Check that the wires under the print head are not pinched.

SOLUTION: Repair/reroute the wiring under the print head.

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Solution ID TAUS0636601EN00 **Solution Usage** 0

Description
Although Unimessage Pro* has been installed, the I=Portal add-on will not install and it indicates that Unimessage Pro is NOT installed.

Solution
CAUSE: Unimessage Pro has been installed on a drive other than the C: drive.

SOLUTION: To work around this issue, please do the following:
1. Create a folder called: C:\Program Files\Unimessage Pro.
2. Copy MINOLTA.BMP from your main Unimessage Pro folder on drive D: into the "C:\Program Files\Unimessage Pro" folder.
3. Re-run the I-netportal add-on installation.

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Solution ID TAUS0636884EN00 **Solution Usage** 0

Description
Various fax communications issues.

Solution
PROBABLE CAUSES:
1. Incorrect firmware.
A technician should make sure the firmware in the machine is current and the machine has been properly reset.

2. Phone line noise.
Check the phone line for any noise; try connecting the machine to another phone line.

3. Incorrect phone service.
Make sure that the machine is not connected to a DSL line with a filter.

Solution ID TAUS0640236EN00 **Solution Usage** 0

Description
C0650 error code.

Solution
PROBABLE CAUSES:
1. Failure of M5, BCR, HGB, UN2, or PWB-A.
Please refer to pages [[T-35 and T-36 of the Field Service Manual|URL http://techweb.konicabt.com/tpm/media/Di250.pdf]] for the troubleshooting steps.
Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

2. A failed exterior element on the Exposure Lamp.
Check the outer terminal for continuity and check for cracks or a short to the scanner frame. It might be possible to repair the element with solder.

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Solution ID TAUS0640285EN00 **Solution Usage** 0

Description
Parts Manual Update - Fuse Change - Fusing Section B.

Solution
See Bulletin Number 5000 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
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Solution ID TAUS0640950EN00 **Solution Usage** 0

Description
Information for parts number (vertical transport unit).

Solution
See KOM050113 for details.
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Solution ID TAUS0640965EN00 **Solution Usage** 0

Description
Information for parts number (Elevator tray drive section).

Solution
See KOM050124 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
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Solution ID TAUS0641297EN00 **Solution Usage** 0

Description
Thermostat replacement precautions for all models using Faston Terminals.

Solution
CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
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Solution ID TAUS0643096EN00 **Solution Usage** 0

Description
After installing a new print head the images on copies are compressed (reduced).

Solution
CAUSE:
The wrong print head has been installed. The print head for the Di250/Di250f is not interchangable with the Di350/Di350f print head.

SOLUTION:
Install the print head for the Di350/Di350f.

Solution ID TAUS0643192EN00 **Solution Usage** 0

Description
Jams occur at the sync roller from all sources.

Solution
CAUSE: The most probable cause is the imaging unit is not seated properly. The paper will strike the drum shutter causing a jam to occur.

SOLUTION: Reseat the imaging unit and verify that the drum shutter is moving down as the transport door is being closed.

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Solution ID TAUS0643378EN00 **Solution Usage** 0

Description
C0000 codes.

Solution
CAUSE: The main drive motor has failed.

SOLUTION: Make sure the transport unit is not overloaded or bound. Check PJ1 pin 4 of the main drive motor and ground for 5V DC to change to 0 volts after the malfunction has been cleared. If it does switch, replace PWB-A, if not, replace the main drive motor.

Solution ID TAUS0643635EN00 **Solution Usage** 0

Description
The toner bottle will not rotate, C0070 codes appear.

Solution
CAUSE: Toner bottle drive mechanism bound. Blown fuse (F-4) on PWB-A.

SOLUTION: Verify the toner bottle drive mechanism is not bound and correct if necessary. Replace fuse (F-4) on PWB-A.

Solution ID TAUS0643638EN00 **Solution Usage** 0

Description
Light copies.

Solution
CAUSE: The machine is not adding toner. The magnet assembly in the sub hopper is out of position or hung up causing it to not activate the reed switch when the sub-hopper is empty or defective reed switch.

SOLUTION: Verify that the machine will add toner by jumping out the reed switch. When the switch is jumped, the machine should automatically rotate the toner bottle. Once this is verified, open the sub-hopper assembly and make sure the lever and magnet assembly are moving up and down as the sub-hopper auger is rotated and correct as necessary. If the auger is moving properly, replace the reed switch.

Solution ID TAUS0643653EN00 **Solution Usage** 0

Description
Is a controller needed when printing locally or using an external print server?

Solution
When printing locally (parallel) or using an external print server, a controller is necessary for the machine to print. The machine will not print by just connecting the parallel cable or print server to the Centronics* port on the machine.

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Solution ID TAUS0643825EN00 **Solution Usage** 0

Description
The machine reboots indicating an "ABORT" message after an original is scanned.

Solution
CAUSE: Fiber optic cables reversed or not connected properly.

SOLUTION: Make sure the fiber optic cables are connected properly and not reversed at the connection to the HGB board. The dark-colored connector should be mounted on the right and the light-colored connector on the left. Check PU2 for cold solder joints.

Solution ID TAUS0643920EN00 **Solution Usage** 0

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Description
Jams in the fuser area and/or wrinkling of the copies.

Solution
CAUSE: Worn bushings for the right and left fuser rollers causing uneven pressure.

SOLUTION: Inspect and replace bushings, if necessary.

Solution ID TAUS0644048EN00 **Solution Usage** 0

Description
Speckled copies are produced when copying and on test prints.

Solution
CAUSE: The high voltage unit has failed or the incorrect toner has been installed in the machine.

SOLUTION: Verify that the electrodes (copper plates) are making good contact before replacing the high voltage unit. Also verify that the correct toner is installed in the machine. If not, make sure to clean the sub-hopper completely free of developer and discard the toner bottle before running the machine or the new imaging unit will become contaminated.

Solution ID TAUS0644425EN00 **Solution Usage** 0

Description
Barcode is obscuring a portion of the image.

Solution
CAUSE: Optics positioning or failed component.

SOLUTION: Set the machine to reduction mode. If the barcode occurs in the same areas, the MFB board needs replacement. If the barcode occurs in different areas, the fiber optics cables need repositioning or replacement.

Solution ID TAUS0644495EN00 **Solution Usage** 0

Description
The machine will not auto select originals off the glass.

Solution
CAUSE: Incorrect setting.

SOLUTION: Confirm the 15 degree switch is in its upper most position, and that original size detect setting is set to "off". Then run the original size detection.

Solution ID TAUS0644507EN00 **Solution Usage** 0

Description
After a lightning storm or power outage, the unit no longer prints.

Solution
Cause: It is possible that the Pi3500 NIC information becomes scrambled during adverse power conditions.

Solution: Check to be sure that the copier functions as a stand alone unit. If the copier functions reset the NIC by moving the OP2 jumper to the FACT positon. Turn unit on, and when the orange and green Leds toggle, the NIC has been reset, return the OP2 jumper to it's original position and power on the unit to test.

Solution ID TAUS0644532EN00 **Solution Usage** 0

Description
Bracket required for installation of a plug-in key counter.

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Solution

Key Counter Bracket item number 4179-181.
Note: See Marketing Bulletin 01-MB-13 for details.

Solution ID TAUS0644549EN00 **Solution Usage** 0

Description

Can a coin-op box and copy track be used together?

Solution

No, a coin box and copy track are not compatible with each other. The use of a coin op device will interfere with copytrack. Only one system of security can be used at a time.

Solution ID TAUS0644605EN00 **Solution Usage** 0

Description

Paper mis-feeding from the MPC cassette, even when feeding paper from a different source.

Solution

Cause: The tolerance of the backlash is too small, allowing vibration to slowly advance the feed tire until a sheet of paper from the MPC cassette blocks the paper feed sensor, and causes a jam.

Solution: Replace the drive gear in the MPC cassette as instructed on bulletin 3010. 3010

Solution ID TAUS0644613EN00 **Solution Usage** 0

Description

Printing from Windows NT* workstations to the Pi3500 connected to the Di350f/Di250f is not possible. The test page prints with garbled text.

Solution

Cause: There is a problem with the IP2P utility or the controller ROM.

Solution: Remove the IP2P utility from the workstation then remove and reconfigure the LPR port for the printer. If the problem continues flash the ROM of the Pi3500 to version Mh116. It is possible that the ROM chip has failed and should be replaced if the flash will not complete.

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Solution ID TAUS0644663EN00 **Solution Usage** 0

Description

When upgrading the system firmware of the Pi3500, the PC displays the error message "the file is not found" or the PC will lock up.

Solution

CAUSE: The upgrade must be performed from a true DOS* session.

SOLUTION: When upgrading the ROM on the Pi3500, boot to a true DOS mode, not the emulation DOS screen available from within Windows*.

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Solution ID TAUS0644670EN00 **Solution Usage** 0

Description

Can not crisscross sort even with the correct paper sizes installed and mixed original detection set to OFF.

Solution

CAUSE: The MPC cassette has been set for OHP or thick paper.

SOLUTION: Reset the MPC cassette for normal paper.

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Solution ID TAUS0644848EN00 **Solution Usage** 0

Description
Requirements for criss-cross sorting.

Solution
Criss cross sorting is possible only when all the following conditions are met:

- The machine is loaded with paper of the same size and type in two different directions.
- Mixed Original Detection is set to off.
- Special paper is not set for either of the paper cassettes holding the letter-size paper.
- None of the Staple, Hole Punch, Page Insertion, Cover, or Image Repeat functions are set.

Please see page 3-20 of the Operator's Manual for details.

Note:
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Solution ID TAUS0644868EN00 **Solution Usage** 0

Description
Paper exiting the machine is wrinkled.

Solution
SOLUTION: Change the position of the cpm switch located on the back of the machine to slow the paper passing through the fuser section.

Solution ID TAUS0644891EN00 **Solution Usage** 0

Description
Main toner hopper drive gears are grinding.

Solution
CAUSE: Toner bottle is bound/is the incorrect bottle for this machine/is installed incorrectly causing the main toner hopper drive system to become overloaded.

SOLUTION: The size of the toner bottle drive gear (p/n 1165-5316-14) and the worm gear (p/n 1165-5314-13) have been changed to strengthen the drive system. Please see Bulletin 2770 for further details.
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Solution ID TAUS0644910EN00 **Solution Usage** 0

Description
After processing about 50 copies with a new imaging unit, the copies develop a dark gray background with blotches.

Solution
CAUSE: Incorrect toner installed in the machine.

SOLUTION: The sub-hopper must be completely cleaned of all developer, otherwise the new imaging unit will become contaminated. Once the sub-hopper is cleaned, replace the imaging unit and toner bottle with a fresh one. Be sure to dispose of the existing toner bottle.

Solution ID TAUS0644933EN00 **Solution Usage** 0

Description
Black copies are produced from the original glass or through the document feeder. Test prints are O.K.

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Solution
CAUSE: The PU-2 has cold solder joints or is defective.

SOLUTION: Repair or replace PU-2.

Solution ID TAUS0644975EN00 **Solution Usage** 0

Description
The sub-hopper motor continuously pulses whenever the machine is turned on.

Solution
PROBABLE CAUSES:
1. Memory problem. Check the machine memory. Remove all extended memory first, then if the problem persists, replace the standard 8 MB SIMM. Note that the machine must have the 8 MB SIMM installed to operate.

2. PWB-A has failed. Replace PWB-A.

Solution ID TAUS0644979EN00 **Solution Usage** 0

Description
C0070 error code is being displayed.

Solution
Cause: This code usually indicates a defective toner hopper motor or PWB-A.

Solution: There is a possibility that fuse F4, located on PWB-A, may open due to the toner bottle being incorrectly installed or bound. Check fuse F4 first, before replacing any parts. See Service Bulletin 2954.
Link

Solution ID TAUS0644980EN00 **Solution Usage** 0

Description
The machine displays C0500 codes and is not properly warming up.

Solution
Cause: There is a problem with the fusing unit or control circuit.

Solution:
1) Check for continuity across CN3 pins 1 and 2 with CN3 disconnected. If there is not continuity, check the heat lamp and thermal fuse and replace as necessary.
2) Check the resistance of the thermistor by checking across CN5 pin 2 and pin 3. If it shows infinity, replace the thermistor. 3) If the above checks are OK, replace PWB-A.

Solution ID TAUS0644985EN00 **Solution Usage** 0

Description
The Di350f or Di250f connected to a Pi3500 started printing garbled text. The machine then printed out a NIC test without a power-up cycle.

Solution
Cause: the version of the Pi500 firmware needs to be updated

Solution: Disconnect the Pi3500 from the Di250f/Di350f, test the copy and fax functions. If the unit functions properly upgrade the Pi3500 controller to version Mh1.16.

Solution ID TAUS0644995EN00 **Solution Usage** 0

Description
AFR-14 multifeeding.

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Solution

CAUSE: Separator pad angle is not correct.

SOLUTION: Install the separator assembly, part number 4490-0755-01. See bulletin 3158 .

Note:
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Solution ID TAUS0645016EN00 **Solution Usage** 0

Description

Part of the image is cut off when a non- standard size image is copied.

Solution

CAUSE: Standard size detection sensors cannot recognize non-standard size originals.

SOLUTION: The optional size detection sensor kit (P/N 1171-0906-01) can be installed to allow the machine to recognize non-standard size originals and prevent image cut-off.

Solution ID TAUS0645025EN00 **Solution Usage** 0

Description

"Replace IU" message is displayed. Can a used imaging unit be used?

Solution

SOLUTION: A new imaging unit must be used to replace the existing one. A used imaging unit already has the reset fuse opened and cannot signal itself as new.

NOTE: Attempting to reset the imaging unit will result in damage to electrical circuit boards.

Solution ID TAUS0645125EN00 **Solution Usage** 0

Description

AF6, black copies are output.

Solution

CAUSE: The scan cable mounting bracket is mounted too low causing the CCD unit to be blocked when the scanner changes position to scan from the document feeder.

SOLUTION: Adjust the scan cable mounting bracket.

Solution ID TAUS0645129EN00 **Solution Usage** 0

Description

COF32 is displayed on the LCD panel.

Solution

CAUSE: Poor connection between the imaging unit contacts and the machine. Defective ATDC sensor.

SOLUTION:Verify all connections between the ATDC sensor and the machine are clean and connected properly. If the code persists, replace the imaging unit.

Solution ID TAUS0645141EN00 **Solution Usage** 0

Description

Can the toner bottle being stuck or installed incorrectly cause the F-4 to blow on the PWB-A?

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Solution
If the toner bottle is stuck or installed incorrectly it can cause F-4 on PWB-A to fail. Confirm the toner bottle is installed correctly and not bound holder.

Solution ID TAUS0645170EN00 **Solution Usage** 0

Description
Images on copies are compressed and shifted on the page.

Solution
CAUSE": Defective or incorrect MFB board is installed in the machine.

SOLUTION: Run a test print to verify the print produced by the MFB board is shifted and compressed. Verify the MFB board installed is for the correct model it is installed in. The MFB boards are model specific and will cause image problems if the incorrect MFB board is installed in the machine. If the MFB board is correct, replace it as it is defective.

Solution ID TAUS0645182EN00 **Solution Usage** 0

Description
The Di350f intermittently goes into reset.

Solution
The Di350f has the Dual Line and Printer Options installed, make sure that the additional 32MB working memory is installed.

Solution ID TAUS0645200EN00 **Solution Usage** 0

Description
Is PWB-M the same for the fax and non-fax models?

Solution
SOLUTION: PWB-M will work in both the Di250/350. The Di250F/Di350F machines use PWB-N with a different version of firmware.

Solution ID TAUS0645229EN00 **Solution Usage** 0

Description
How do I enter the initialize mode on the Di250f or Di350f?

Solution
Press the warm reset button. When the period appears at the end of the phrase "Under Processing" press the number one key. See the service manual pages 8-4 and 9-90.

Solution ID TAUS0645293EN00 **Solution Usage** 0

Description
What is the part number for the clutch (CL-1) in the FN-500 punch unit?

Solution
The clutch is available only as part of the assembly, item number 4611-4001-01.

Solution ID TAUS0645304EN00 **Solution Usage** 0

Description
Black lines on the copies running in the lead to trail direction.

Solution
CAUSE: Debris present on the original glass or optics.

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SOLUTION: Clean original glass and set density (adf) on the last page of the user's choice to mode one. Please see Service Bulletin 3025 for further details.

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Solution ID TAUS0645305EN00 **Solution Usage** 0

Description
Does the Di2350f support network faxing?

Solution
It is not possible to use the Di350f, as a network fax machine. Network printing is supported with the Pi3500 and the Di350f.

Solution ID TAUS0645341EN00 **Solution Usage** 0

Description
What is the procedure to reset trouble codes on the Di250f and Di350f?

Solution
Turn the power off and back on. If the problem is resolved, then the code will reset (this includes the fuser as well).

Solution ID TAUS0645351EN00 **Solution Usage** 0

Description
Copies are not stapled properly when equipped with an FN-100 or FN-500.

Solution
CAUSE: The rubber paddle wheel which aligns the paper in the proper stapling position becomes glazed due to paper dust.

SOLUTION: Clean the edges of the paddle wheel so that they are free of debris and the rubber is able to move the paper into the proper position.

Solution ID TAUS0645362EN00 **Solution Usage** 0

Description
The LCD screen is blank and only shows a blue background.

Solution
SOLUTION: Check the main harness between the MFB board and the control panel. Look for pinched wire in the harness possibly causing a short or bad connection. If the harness is OK, Replace the MFB board.

Solution ID TAUS0645428EN00 **Solution Usage** 0

Description
How to print a test pattern.

Solution
To print a test pattern:

1. Enter the tech rep mode (press meter count, stop, 0, 0, stop, 0, 1)
2. Select function.
3. Select F-12.
4. Select the type of test pattern to print.
5. Press Enter.

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Solution ID TAUS0645436EN00 **Solution Usage** 0

Description
Intermittent C004C codes.

Solution
CAUSE: PWB-A or ozone fan motor malfunction.

SOLUTION: The voltage from CN41, pin 3 to GND should change from 0V DC to 24V DC volts after the malfunction is reset.
If there is no voltage change, replace PWB-A. If voltage changes from 0V DC to 24V DC, but the code returns, replace the ozone fan motor.

Solution ID TAUS0645506EN00 **Solution Usage** 0

Description
The machine indicates that it is still scanning originals after all originals have been scanned and makes no copies.

Solution
CAUSE: Damaged or improperly routed fiber optic cables.

SOLUTION: Re-route the fiber optic cables first making sure they are not curved in a tight radius. If the problem persists, replace the fiber optic cables.

Solution ID TAUS0645509EN00 **Solution Usage** 0

Description
The sub-hopper motor continuously pulses whenever the machine is turned on.

Solution
CAUSE: Defective PWB-A.

SOLUTION: Replace PWB-A.

Solution ID TAUS0645543EN00 **Solution Usage** 0

Description
Print drivers for the Pi3500.

Solution
The Windows print drivers for the Pi3500 are on the [[public web site| URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home]].

Solution ID TAUS0645584EN00 **Solution Usage** 0

Description
Can the manual bypass be set to a fixed paper size so the size will not have to be entered each time?

Solution
A default size cannot be set for the manual bypass, the size must be entered each time paper is placed in the tray.

Solution ID TAUS0645590EN00 **Solution Usage** 0

Description
Job recall is not available when running lengthy, high-density print jobs.

Solution
Cause: The machine does not have enough memory.

Solution: Additional memory should be added to the machine. The maximum memory allowed is "64 MB.".

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Solution ID TAUS0645612EN00 **Solution Usage** 0

Description
What is the part number for the toner bottle holderon the Di350f?

Solution
The part number for the toner bottle holder ont the Di350f is "1165-5321-02.

Solution ID TAUS0645614EN00 **Solution Usage** 0

Description
What is the part number of the "LCD" on the Di350f?

Solution
The part number of the "LCD"on the Di350f is "1166- 1177-01". See Service Bulletin 2825.
Link

Solution ID TAUS0645636EN00 **Solution Usage** 0

Description
The LCD is blank, or has a blue background.

Solution
CAUSE: The main harness between the MFB board and the control panel is damaged, defective MFB board or control panel.

SOLUTION: Verify the main harness between the MFB board and the control panel is not pinched or damaged, especially at the back of the machine where the scanner frame meets the machine. Replace the MFB board or control panel.

Solution ID TAUS0645677EN00 **Solution Usage** 0

Description
PC fax requirements.

Solution
To fax from a PC the Network Application Kit, Unimessage Pro, and the I-Portal add-on are required.

Solution ID TAUS0645687EN00 **Solution Usage** 0

Description
Staples and staple cartridge part numbers.

Solution
The following finishers use the same staple cartridge (MS-5C), item number 4448-121:
FN-100
FN-102
FN-500
FN-502
FN-503
FN-504
Notes:
1. This information can be found on the MyKonicaMinolta web site under "Pricing."

2. The part number for the cartridge alone is 4611-7804-01. (Please see bulletin 2872 for the FN-100, FN-102, FN-500, and FN-502. See bulletin 3247 for the FN-105.)

3. The complete stapler assembly is 4611-5601-01.

4. The part number for the staple case is 4014-1157-01. (It can be found in the parts manual for the finisher.) This part is reused and should not be discarded.

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Solution ID TAUS0645708EN00 **Solution Usage** 0

Description
Skewed copies with the AF-6 or AF-7 document feeder.

Solution
CAUSE: Incorrect roller diameter.

SOLUTION: The size of the roller (1166-1093-02) and the belt (1166-1203-01) have been changed to prevent originals from skewing. See bulletin 2983 for details.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
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Solution ID TAUS0645789EN00 **Solution Usage** 0

Description
There are spots on the copies.

Solution
PROBABLE CAUSES:
1. Poor imaging unit ground. Check the ground pins on the IU.
2. Dirt in toner hopper. Thoroughly vacuum the toner hopper before installing the IU and toner.

Solution ID TAUS0645811EN00 **Solution Usage** 0

Description
Intermittent black trail edges occur while copying.

Solution
Cause: The machine memory.

Solution: Check the machine memory. Remove all extended memory first, then if the problem persists, replace the standard 8MB SIMM. Note that the machine must have the 8MB SIMM installed to operate.

Solution ID TAUS0645832EN00 **Solution Usage** 0

Description
Sheets are uneven when stapled causing some to exit without being stapled at all.

Solution
Cause: The drive clutch has excess grease

Solution: Remove staple position assembly and service the drive clutch by removing excess grease and apply a light coating of oil. Also clean the edges of the rubber paddle wheel.

Solution ID TAUS0645833EN00 **Solution Usage** 0

Description
The machine displays COF33 codes.

Solution

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Cause: ATDC failure.

Solution: If the machine displays C0F33 codes, make sure all connections between the ATDC sensor and the machine are clean and properly connected. If the code persists, replace the imaging unit.

Solution ID TAUS0645878EN00 **Solution Usage** 0

Description
C-0F32 is displayed.

Solution
CAUSE: Improper operation of sub-hopper sensors.

SOLUTION: Check to make sure the sub-hopper empty switch and magnet assembly are operating properly.

Solution ID TAUS0645898EN00 **Solution Usage** 0

Description
Razor edges on the copies.

Solution
CAUSE: Defective BCR board or defective fiber optic cables.

SOLUTION: Set the enlargement mode over 200%. If the "razor edges" occur in the same area, the BCR board needs to be replaced. If the razor edges occur in different areas, the fiber optic cables need to be repositioned or replaced.

Solution ID TAUS0645909EN00 **Solution Usage** 0

Description
How can the machine be set to select paper in the same orientation as the original?

Solution
SOLUTION: To get the machine to select paper in the same orientation as the original, set the mix original detection option to "on" in the user choice mode.

Solution ID TAUS0645911EN00 **Solution Usage** 0

Description
How to enter tech rep mode.

Solution
To enter the tech rep mode, perform the following:
1. Press the access key.
2. Press the user key located in the right hand corner of the LCD.
3. Press the asterisk key four times.
4. Press the utility key.
5. Press maintenance.
6. Press service mode.

Solution ID TAUS0645917EN00 **Solution Usage** 0

Description
After installing a coin vendor or auditing device, why will the machine will not allow duplexing.

Solution
Duplexing can be enabled by entering the security mode and setting vendor mode to "off."

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Solution ID TAUS0646007EN00 **Solution Usage** 0

Description
Kit for detection of metric and inch size originals.

Solution
For detection of metric and inch size originals, order and install the option size detection kit, part number 1171- 0906-01.

Solution ID TAUS0646063EN00 **Solution Usage** 0

Description
Windows 2000 driver availability.

Solution
SOLUTION: For Windows 2000, the drivers are available on our web site: KonicaMinolta USA

Solution ID TAUS0646084EN00 **Solution Usage** 0

Description
When feeding documents through the AF-6, copies have black lines appearing in the feed direction.

Solution
CAUSE: Black lines occur in the feed direction when debris such as paper dust, builds up on the slit glass and is reproduced as black lines on the copies.

SOLUTION: To correct this problem, a sheet (1166-1236-01) is available to attach to the slit glass assembly. This sheet will attract debris and keep the slit glass clean. See bulletin 3025 for details.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
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Solution ID TAUS0646095EN00 **Solution Usage** 0

Description
Skewing occurs when using the AF-6 or AF- 7.

Solution
SOLUTION: Replace the feed roller and drive belt with the new modified roller and belt. The part numbers are: 1166-1093-02 for the roller, and 1166-1203- 01 for the belt. Please see Bulletin 2983 for further details.

Solution ID TAUS0646098EN00 **Solution Usage** 0

Description
Skewing occurs when using the AF-6 or AF- 7.

Solution
SOLUTION: Replace the feed roller and drive belt with the new modified roller and belt. The part numbers are: 1166-1093-02 for the roller, and 1166-1203- 01 for the belt. Please see Bulletin 2983 for further details.

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Solution ID TAUS0646120EN00 **Solution Usage** 0

Description

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Abnormal noise is being produced by the AFR-14.

Solution

CAUSE: This is caused by size and type of gears used in the drive system. Resulting gear mesh causes the drive gears to produce noise as the AFR-14 is running.

SOLUTION: The pitch of gears (05 & 08) has been changed from -0.4 to -0.1. Gears (17, 25 & 14) have been changed from spur type to helical type gears. Please refer to Bulletin 3757 for further details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0646126EN00 **Solution Usage** 0

Description

Account numbers support for Windows NT.

Solution

Account numbers are not supported for Windows NT.

Solution ID TAUS0646128EN00 **Solution Usage** 0

Description

The control panel is coming up in Japanese and some blocks are missing print.

Solution

CAUSE: The problem can be that the PWB-M has been installed in the machine instead of a PWB-N.

SOLUTION: Install the correct board for this machine.

Solution ID TAUS0646136EN00 **Solution Usage** 0

Description

The Di350 displays C0510 codes. The fusing temperature is abnormally low.

Solution

Disconnect CN3 and check for continuity across CN3 pins 1 and 2. Check the heat lamp and thermal fuse for continuity also. If there is not continuity replace as necessary.
Check the resistance of the thermistor by checking across CN5 pins 2 and pin 3. If there is no continuity replace PWB-A.

Solution ID TAUS0646155EN00 **Solution Usage** 0

Description

Copy jobs are interrupted by print jobs. Can the copier priority be changed?

Solution

The priority cannot be changed on the Di250F/350F series.

Solution ID TAUS0646157EN00 **Solution Usage** 0

Description

How to get the phone number to appear in the header printed at the receiving fax.

Solution

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To get the phone number to appear in the header printed at the receiving fax, enter the fax phone number after the name in TSI. Add spaces to separate them.

Notes:
1. The number of spaces will depend on the number of characters in the name.
2. Self-ID & Self-telephone #1 may appear in the receiver's LCD display if both have this feature, but in most cases it will not.

Solution ID TAUS0646185EN00 **Solution Usage** 0

Description
Part number for the NROM board.

Solution
The NROM board is part number 1166-1198-02 .

Solution ID TAUS0646188EN00 **Solution Usage** 0

Description
How to re-program the Administrators number to replace a lost one.

Solution
Perform the following:
1. Enter the Service mode (so the Start Key is blinking).
2. Enter the administrator's mode.
3. Re-program the access number.

Solution ID TAUS0646218EN00 **Solution Usage** 0

Description
The Di350f is unable to send an E-mail. An error is immediately received.

Solution
CAUSE: Incorrect operation.

SOLUTION: The Network Application Kit-2 is designed to comply with the Internet faxing standard, which looks for information in TIF format.

Solution ID TAUS0646221EN00 **Solution Usage** 0

Description
The Di350f is generating a C-133A code.

Solution
If C-133A codes are being produced, check that the connector for the JS100/OT100 unit is not shorted. The connector can make in contact with the frame if the JS100/OT100 has been previously removed.

Solution ID TAUS0646226EN00 **Solution Usage** 0

Description
How do you enter the service mode on the Di350f and run the F-7-1 adjustment?

Solution
The Di250f,350f models do not list the size detection adjustment as F-7- 1, but as the copy detect adjust. To adjust enter the tech rep mode, select "adjustment", select "scanner", and then "copy detect adjust".

Solution ID TAUS0646248EN00 **Solution Usage** 0

Description

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What is the part number for the PF106 front door?

Solution
The part number for the PF106 front door is 4496-1001-02.

Solution ID TAUS0646251EN00 **Solution Usage** 0

Description
What is the part number for the rail holder for the FN-100/FN500?

Solution
The part number for the rail holder for the FN-100/FN-500 is 4493-2402-03.

Solution ID TAUS0646259EN00 **Solution Usage** 0

Description
Can the machine bet set to automatically dial "9" for a PBX?

Solution
It is not possible to automatically dial "9" for a PBX. It must be entered manually. The "9" followed by a "pause" can be entered in one-touch and abbreviated dialing.

Solution ID TAUS0646278EN00 **Solution Usage** 0

Description
Tx errors 72, 74, and 77. Transmissions take a very long time, for Tx errors 72, 74, and 77; (33 minutes for 17 pages).

Solution
CAUSE: Error 77 indicates a T4 Timeout problem.

SOLUTION: Set switch 044, Bit 4=1, this increases the timeout to 4.5 seconds. Also set ECM to OFF (SW041) and JBIG to OFF (SW040).

Solution ID TAUS0646289EN00 **Solution Usage** 0

Description
Received documents are full size and part of the page is missing with Reduction ON.

Solution
CAUSE: Incorrect setting.

SOLUTION: See page 9-28 In the Operator's Manual for Reception Mode Settings, Setting for handling long documents. Reduction should be selected for long documents. The defualt reduction is 60% and cut-off length is 20mm. The 20mm cut-off setting may print the document at 100% with no reduction, by deleting 20mm of the trailing edge. Reducing the cut-off length to less than 20mm will allow reduction to print the full page.

Solution ID TAUS0646292EN00 **Solution Usage** 0

Description
Is criss-cross sorting compatible with the JS200?

Solution
Criss-cross sorting is compatible with the JS200, as long as 8 1/2 x 11 paper is loaded in both directions, and neither is set for special paper. Criss-cross mode will automatically be set when sort is selected.

Solution ID TAUS0646321EN00 **Solution Usage** 0

Description

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Does the 2 in 1 function work without the AFR-14?

Solution
The unit will only do 2 in 1 with the AFR-14 document feeder attached.

Solution ID TAUS0646322EN00 **Solution Usage** 0

Description
How to prioritize the fax output tray.

Solution
Use the unselectable cassette function. Select the paper trays that you do not want the machine to use during fax receptions. See the operations manual pages 9-25 and 9-27.

Solution ID TAUS0646477EN00 **Solution Usage** 0

Description
How can the fuser trouble codes be reset?

Solution
Depress the warm start switch on the right side of the control panel, the machine will reboot. When the dot appears on the left side of the LCD, depress the number three key. On the menu select trouble reset

---

Solution ID TAUS0646480EN00 **Solution Usage** 0

Description
The start button blinks orange.

Solution
The total counter has malfunctioned. Replace the total counter.

Solution ID TAUS0646500EN00 **Solution Usage** 0

Description
Indicates there is a door open, but does not indicate which one.

Solution
CAUSE: The set sensor of the horizontal transport unit is not actuated or defective.

SOLUTION: If defective, replace it.

Solution ID TAUS0646542EN00 **Solution Usage** 0

Description
The auto-size function does not work when the machine is equipped with the AF-6 or AF-7.

Solution
This is a specification of the AF-6 and AF-7 due to slit-glass scanning.

Solution ID TAUS0646571EN00 **Solution Usage** 0

Description
The Di350f will receive faxes, but gets a busy signal when trying to transmit.

Solution

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If the Di350f gets a busy signal when trying to transmit, ask the operator about dialing procedures. The customers' phone system may require a "9", or an access code to dial out.

Solution ID TAUS0646575EN00 **Solution Usage** 0

Description
On the Di350f when the end user depresses the test print key, the machine makes a multiple beep and no print is made.

Solution
Paper rmust be loaded in the upper (MPC) cassette in order to run a test print. Make sure there is paper loaded in the upper (MPC) cassette.

Solution ID TAUS0646597EN00 **Solution Usage** 0

Description
The universal tray defaults to metric.

Solution
Verify the proper marketing area is set. The marketing area should be set to "MC".

Solution ID TAUS0646614EN00 **Solution Usage** 0

Description
When depressing the test key, no test prints are made, and a multiple beep is heard.

Solution
Paper must be loaded in the top (MPC) tray for test prints. Make sure there is paper in the tray.

Solution ID TAUS0646617EN00 **Solution Usage** 0

Description
Printing unrecognizable characters from the Pi3500.

Solution
Make sure that the latest ROM upgrade to version 1.18, or higher is installed

Solution ID TAUS0646624EN00 **Solution Usage** 0

Description
Where can I find the F7 for the size detection adjustment?

Solution
The size detection adjustment is in a different part of service mode for the fax versions. Enter the service mode, and go to adjust. Select Scanner and perform the Copy Detect Adjust and then Fax Detect Adjust. At end of the adjustment when the start button indicator is lit green, turn the power switch OFF to lock in the setting. See service manual page 8-76.

Solution ID TAUS0646627EN00 **Solution Usage** 0

Description
Shows three hole punch as an option when only two holes are available.

Solution
If the machine shows three hole punch as an option when only two holes are available, remove pin 1 of the PJ8A of the FN-100 or FN- 500 PWB-A. Do not cut the wire as it may be needed if the hole punch is changed back to a three hole punch unit.

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Solution ID TAUS0646641EN00 **Solution Usage** 0

Description
The machine displays C1038 codes. There is a communication error between PWB-A and UN2 (MFB board).

Solution
If the machine displays C1038 codes, check the main connector (CN15) between PWB-A and UN2 (MFB board) and reseat as necessary. If the code persists, PWB-A or UN2 (MFB board) is defective.

Solution ID TAUS0646644EN00 **Solution Usage** 0

Description
When crisscross sorting, lines are left on the lead-edge of the copies.

Solution
The lead-edge erase is too wide. Adjust the lead-edge erase to a lower setting.

Solution ID TAUS0646648EN00 **Solution Usage** 0

Description
The AF-7 is showing a jam that can not be cleared.

Solution
Check to ensure that the operation of registration sensor is switching properly.

Solution ID TAUS0646683EN00 **Solution Usage** 0

Description
C0070 codes displayed.

Solution
If the machine displays C0070 codes, check the following:
1. Check the toner bottle for proper installation and that the main toner hopper is not bound.
2. Make sure fuse F-4 on PWB-A is not open.
3. Replace the fuse if it is open after clearing the toner bottle and main toner hopper of obstructions.

Solution ID TAUS0646685EN00 **Solution Usage** 0

Description
Part number for the complete horizontal transport unit.

Solution
There is no part number for the complete horizontal transport unit. It is only available as individual parts.

Solution ID TAUS0646687EN00 **Solution Usage** 0

Description
Part number for the complete horizontal transport unit.

Solution
There is no part number for the complete horizontal transport unit. It is only available as individual parts.

Solution ID TAUS0646707EN00 **Solution Usage** 0

Description

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The MPC cassette indicates a false out of paper condition.

Solution

Replace the MPC cassette body with the new modified type, part number 1164-3041-17. On the original cassette body, there is a gap between the cassette body and rail which allows the actuator on the cassette to contact the frame of the machine instead of actuating the sensor. See Bulletin Reference 2826 for details.

Solution ID TAUS0646711EN00 **Solution Usage** 0

Description

The cassette is not being detected when it is locked in position.

Solution

CAUSE: This occurs because the gap between the interfaces of the rail and the cassette produces vertical play. As a result, the sensor actuator contacts the frame in the rear.

SOLUTION: To correct this problem, the cassette (1164-3041-17) has been changed. See Service Bulletin 2826 for details.

Solution ID TAUS0646796EN00 **Solution Usage** 0

Description

Does Konica Minolta provide support for Equitrac* products?

Solution

For Equitrac technical support information please visit [[http://www.metrics.com/Support/| URL http://www.metrics.com/Support/]] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

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Solution ID TAUS0646973EN00 **Solution Usage** 0

Description

Following a Novell* NDPS or iPrint installation, the Windows* print driver is configured with default settings ONLY on the client workstation.

Solution

CAUSE: Novell NDPS or iPrint drivers are migrated from the Novell server to clients in a non-configured format. This is because the driver is not actually installed on the Novell server. In the Novell environment, the server simply holds, and then pushes the non-configured driver files to the client. In a Windows server environment, the Windows driver is installed on the server and can be configured prior to roll out to the clients.

SOLUTION: It is possible to roll-out configured drivers from in a Novell environment. Novell's ZenWorks* allows the Novell administrator to create a snapshot of a client workstation before and after the driver is installed and configured. This snapshot can then be migrated to the user's workstations resulting in a configured driver installation.

Using ZenWorks to migrate a configured driver will vary based on Netware version, ZenWorks version, NDPS version and Windows client version. Therefore step by step instructions to perform this operation are not available. The Novell administrator at the location would be responsible for implementing this procedure.

[[Third party print driver configuration applications| URL http://www.printerpropertiespro.com]] for Novell are also available. Please consult the vendor(s) for implementing these solutions.

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Solution ID TAUS0647978EN00 **Solution Usage** 0

Description

Can the separate scan function be used when performing scan to FTP or scan to E-mail?

Solution

The separate scan function can only be used in the copy mode. It will not work with scan to FTP or scan to E-mail.

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Solution ID TAUS0653510EN00 **Solution Usage** 0

Description
Can the soft counter (electronic counter) be re-programmed?

Solution
The soft counters cannot be programmed. Once they are cleared they cannot be changed.

Solution ID TAUS0654588EN00 **Solution Usage** 0

Description
Can the separate scan function be used while scanning to SMB, FTP or E-mail?

Solution
The separate scan function only works for originals scanned to copy. It will not work with the scanner function of the machine.

Solution ID TAUS0656002EN00 **Solution Usage** 0

Description
Why does pagination change when printing any document using the Konica Minolta print driver?

Solution
Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.
There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.
This scenario will occur across the board for printer manufacturers. A Lexmark* is different from an Epson* which is different than an HP*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).
The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.
It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

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Solution ID TAUS0655991EN03 **Solution Usage**

Description
Why does pagination change when printing any document using the Konica Minolta print driver?

Solution
Pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use

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different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.
There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.
This scenario will occur across the board for printer manufacturers. A Lexmark is different from an Epson which is different than an HP, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica Minoltadriver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).
The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.
It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

Solution ID TAUS0656577EN02 **Solution Usage**

Description

Unable to install 32-bitdrivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:

1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driveron one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0656768EN01 **Solution Usage**

Description

What Konica Minolta print drivers will come bundled with Windows Vista?

Solution

The following list of drivers were included in a recent Vista release candidate and should be representative of what is included in the final retail product. These include a large number of legacy Konica, Minolta and Konica Minolta drivers. Unless otherwise noted, the majority of the drivers are Postscript

Konica

7020/IP-421
7022/IP-422
7022/IP-423
7025/IP-421
7030/IP-421
7033/IP-402
7033/IP-411
7035/IP-421
7040/IP-402
7040/IP-411
7045/IP-431
7050/IP-201
7050/IP-301
7050/IP-302
7055/IP-303
7055/IP-304
7060/IP-302
7060/IP-304

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7065/IP-303
7065/IP-304
7075/IP-601
7085/IP-602
7130/IP-422
7130/IP-423
7135/IP-423
7145/IP-423
7150/IP-302
7150/IP-304
7155/IP-511
7165/IP-511
Force 50/IP-301
Force 50/IP-302
Force 60/IP-302
Force 60/IP-304
Force 65/IP-511
Force 75/IP-601
Force 85/IP-602
KL-3015

Konica Minolta

KM 1050
KM 350/250/200
KM 500/420
KM 7085/IP-602
KM 7145/IP-432
KM 7222/IP-424
KM 7228/IP-424
KM 7235/IP-424
KM 7255/IP-511A
KM 7272/IP-511A
KM 750/600
KM 920
KM C250
KM C351
KM C352/C300
KM C450
KM Di2010 PCL5e
KM Di2010f PCL5e
KM Di2510 PCL5e
KM Di2510f PCL5e
KM Di3010 PCL5e
KM Di3010f PCL5e
KM Di470 PCL5e
KM Di552 PCL5e
KM Pi7200E PCL5e
KM mc2450 PPD
KM mc5450 PPD
KM mc7450 PPD
Magicolor 2350
Magicolor 3300 PPD
Magicolor 7300 PPD
PagePro 9100 PPD

Minolta

Minolta Di2010 PCL5e
Minolta Di2010f PCL5e
Minolta Di2510 PCL5e
Minolta Di2510f PCL5e
Minolta Di3010 PCL5e
Minolta Di3010F PCL5e
Minolta Di3510 PCL5e
Minolta Di3510f PCL5e
Minolta Di470 PCL5e
Minolta Di552 PCL5e
Minolta Pi1802/1502e PCL5e
Minolta Pi3500
Minolta Pi3502 PCL5e (MS)
Minolta Pi5500 (MS)
Minolta Pi5501 PCL5e (MS)
Minolta Pi6200

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Minolta Pi6500e PCL5e
Minolta Pi6500 Pro PCL5e (MS)
Minolta Pi7200e PCL5e
Minolta Pi7500Ver2 PCL5e (MS)
Minolta Pi8500Pro PCL5e

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